

Appointment Type Standardization at NH Jacksonville

As directed by the Assistant
Secretary of Defense

The Surgeon Generals of the
Army, Navy and Air Force

Presented By
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What is the Process?

- The Tiger Team Members ensure the individual with supervisor scheduling key capability understands what is involved in accomplishing the tasker
- Discuss with clinical staff ways to work around the limited appointment types, use comment section instead of Appointment Detail Field
- Develop appointing criteria in writing, and provide to Central Appointments
- Limit appointment types to nine
- Start using new schedule on 1 Sep 00

GOALS

- Improve Appointment Process
- Ensure the 4Rs
- Improve patient/staff satisfaction
- Optimize/maximize access

IMPLEMENTATION

- Formed a Tiger Team
- Mandated MCP Booking following trng
- ADS forms conversion
- CHCS Administrator load up of appt types
- D/C PAS booking
- Small, limited pilot test
- JUST DID IT!!!

IMPLEMENTATION

- Centralized and Decentralized Appointing
- Appointment Comment Field Entries
- Booking Criteria
- Didn't realize there were 18 types available

MONITORING

- Ensure compliance across command/clinics
- Develop report matrix
- Ongoing training requirements

ISSUES

- Inaccurate appointing
- Local training of ALL template managers, appointment clerks, & clinic managers
- Standard application of appointment types
- Ability to monitor appointment utilization
- Report capability, e.g., CHCS canned rpts

ISSUES

- Provide “why” to deckplate personnel
- Provide comfort zone for change
 - template building
 - template management
- Local “expert” to train “superusers”
- Solicitation of feedback